

# N.C. Division of Workforce Solutions Activities Update

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**NCWorks**

# Service Realignment

- July 2013 – Funding reduced by over \$25 million
- Analyzing service delivery and aligning administrative costs
- Implementing integrated services and cross-training staff to be more efficient
- Launching new technology to provide guaranteed access to services

# Service Realignment

- Data-based model to evaluate our service strategy
  - Labor force
  - Unemployment rate
  - Activity levels
  - Population
  - Staff availability
  - Proximity of offices
  - Use of technology
  - Service and procedural efficiencies

# Service Realignment

- Committed to continuing to provide services to people and businesses across the state
- Identified locations where cost efficiencies can be found
  - Co-located with local partners
  - Relocated to less expensive space
  - Reduced rent
  - Found local financial support
  - Merged offices within close proximity

# Employability Assessment Interviews

- One-on-one, in-person meetings with a workforce specialist for unemployed individuals
- Meetings are scheduled within four weeks of the first payment of unemployment insurance
- Designed to provide meaningful assistance that will result in getting people back to work

# Employability Assessment Interviews

- Meetings include:
  - Verification of identity and work search activities
  - Registration in NCWorks Online
  - Assessment of occupational skills
  - Providing labor market and career information
  - Development of an employability plan
  - Job referrals and/or job leads

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# Employability Assessment Interviews

| Program  | Number Scheduled | Successful Completions | Percent |
|--|------------------|------------------------|---------|
| Employability Assessment Interviews                | 9,080            | 5,370                  | 59.1%   |
| Reemployment Eligibility and Assessment Interviews | 2,729            | 2,239                  | 82.0%   |
| Total  | 11,809           | 7,609                  | 64.4%   |